

**UTILITY OPERATIONS SPECIALIST II
(CUSTOMER SERVICE TECHNICIAN)
204**

DEPARTMENT: James City Service Authority

NATURE OF WORK:

Performs semiskilled work in the general maintenance and repair of the James City Service Authority's water and wastewater systems. This individual reports directly to the Underground Utilities Superintendent and works separately from crews, with little field supervision.

ESSENTIAL FUNCTIONS OF THE JOB:

Is the first person notified to respond to customer and contractor complaints/emergencies.

Responds to water and sewer emergencies, determining the level of priority at each site, then notifies the Underground Utilities Superintendent of all the specifics, recommending necessary action.

Responds to all sewer main and service backups ensuring that all obstructions are cleared and that services and mains are tested to eliminate the possibility of another service interruption.

Cleans and vacuums manholes.

Assists with the operation of the television camera and equipment to check the condition of sewer services and mains.

Conducts dye testing to determine whether or not a line is in the JCSEA system.

Flushes water mains and services that have been called in as an emergency.

Is the first person to respond to grinder pump problems and failures. Performs simple troubleshooting of grinder pump, makes necessary repairs, and replaces failed cores. Assists the electrician with the inspection of newly installed grinder pumps.

Replaces deteriorating and failed meters, i.e., residential, commercial, and industrial.

Works as needed with the Water, Sewer, I & I, and Valve and Hydrant crews.

Operates flush and vacuum equipment and other construction equipment as needed.

Required to be on-call on a rotating basis. Responds to emergency calls at all hours.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition to supervisor.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed at various work locations throughout the County. Requires working outdoors in all weather conditions.

Requires working under disagreeable conditions. Work is often performed in confined spaces and under hazardous conditions. Operates a variety of special tools and equipment, e.g., electronic line locator. Operates a variety of equipment used in utility construction and maintenance including trencher, combination vehicle, dump truck, backhoe, line haul vehicle, and a variety of hand and power tools.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of water and sewer line maintenance, and repair.

Knowledge of the safe and effective use of a wide variety of hand and power tools and equipment.

Ability to operate a combination high pressure jet and vacuum truck.

Ability to establish and maintain harmonious working relationships with others, and able to work effectively as a team member.

Ability to follow oral and written instructions.

Ability to work under disagreeable, and sometimes hazardous, conditions; able to perform strenuous physical labor.

Ability to request, assemble, fill out, and process a variety of forms, i.e., work orders, material requisitions, overtime sheets, leave accountability sheets, overtime log, and a daily planner.

Ability to receive instructions and work with minimal supervision.

Ability to inspect jobs, make assessments, and subsequently make recommendations to the Underground Utilities Superintendent.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent preferred, and considerable experience in construction or sewer/water line maintenance and repair which shall have included plumbing and maintenance and repair; or any equivalent combination of acceptable education and experience providing the knowledge, skills, and abilities cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Must possess a valid commercial drivers' license and must have a satisfactory driving record based upon James City County's criteria.

Must successfully complete a physical examination certifying physical capability of performing the essential functions of the job.

Must possess the ability and tolerance to function in an environment that requires the use of respiratory protection that requires the use of respiratory protection devices, i.e., respirators, both canister and airline types, and self-contained breathing apparatuses. The incumbent for this position will maintain their ability to fulfill all requirements of the JCSA's Respiratory Protection Program.